

**RECREATION DELIVERY SYSTEM  
GOALS & OBJECTIVES FY 2003  
Gear To Go**

**Goal:** To provide quality customer service during FY 03.

**Objectives:**

1. Train at least 90% of facility technicians and operators in customer service by end of 3<sup>rd</sup> quarter FY 03.
2. Ensure 100% compliance of personal standards are met pertaining to customer service.

**Goal:** To maintain a quality facility that enhances Gear To Go programs.

**Objectives:**

1. Develop a plan to replace damaged, broken or obsolete equipment by end of 2<sup>nd</sup> quarter FY03.
2. Ensure at least 95% of all equipment in facility is operational at any given time.
3. Ensure daily cleanliness of the facility.

**Goal:** To achieve 2% patronage/participation increase by end of FY 03.

**Objectives:**

1. Host no less than two (2) new customer driven programs semiannually, in coordination with the RDS Program Team.
2. Coordinate information dissemination for services and programs through the RDS Marketing Office at least one month prior to program.
3. Maintain utilization and customer information database through use of the RecTrac system with 90% accuracy and reviewed quarterly for changes in information.

**Goal:** To provide skilled job related training to the facility staff based on Individual Development Plans, which are updated on a yearly basis.

**Objectives:**

1. Research specific training that is needed to provide professional service to patrons with no less than five specific opportunities per year.
2. All personnel must attend planned and scheduled training and provide evidence of compliance with no less than one excused absence.